

What's Happening?

A NEWSLETTER

FOR THE MAINE MEDICAL CENTER FAMILY

Our Maine Holiday

Gather for MMC's annual holiday party!

Join us to celebrate *Our Maine Holiday* at Maine Medical Center the week of December 9.

MMC's Brighton Campus will host its annual holiday party Tuesday, December 10, from 1400 to 1800 hours, and the Scarborough Campus will celebrate Thursday the 12th from 1400 to 1700 hours.

The Bramhall Campus starts the day on Wednesday the 11th with a special morning reception for third shift employees from 0530 to 0830 hours in Impressions Café. Staff will enjoy a celebration brunch and seasonal music.

HOLIDAY, SEE P.3

American Red Cross Blood Drive at MMC

Monday, December 9

0800 -- 1500 hours

Dana Classrooms 9 & 7

Please contact Sally Nason,

871-2869, to sign up to

"Give the Gift of Life".

Thank you.



Martha Fishback, PharmD, left, checks a patient chart with Sue LaSala, RN, center, and Kari Begin, RN, on R3. AV Photo.

Pharmacist presence to increase on patient units

Maine Medical Center is embarking on a pharmacist decentralization program that will place clinical pharmacists on patient care units to work more closely with nurses and physicians to provide pharmaceutical services, increase communication, and enhance customer service. The pilot of this program began November 13 on R3.

"It's a new concept at MMC," says Martha Fishback, PharmD, Clinical Pharmacist, "but decentralized pharmacists have been the standard of prac-

tice at large hospitals across the United States for some time. Decentralization makes clinical pharmacists more accessible to nurses and physicians on units, where they can verify medication orders, answer questions about medications, and be more visible members of the healthcare team. The medical center has long had clinical pharmacy specialists to serve specific patient care areas."

In the pilot, five pharmacists will rotate on R3 at the

PHARMACY, SEE P.4

The Annual Alexander Cairns Symposium on Ethics, Spirituality, & Healthcare

Wednesday, December 4, 1000 – 1700 hours

Dana Center Auditorium

Cracking the Veneer:

Grief and the Common Human Experience

Rabbi Earl A. Grollman,

Author of 27 books on death, grief, and loss

Contact the Department of Pastoral Services at 871-2951
for more information or to register. The symposium is free to
MMC employees, but does not include lunch.

Combined Medicine-
Pediatric Grand Rounds

When is Enough, Enough?

Rabbi Earl Grollman

0900 hours, Dana Center

(Grand Rounds open to
MMC staff only)



With the FY03 Compensation Program, Maine Medical Center announced an exciting new program called "Caring for the Future". Through this program, MMC will provide significant financial and tuition support to eligible and selected employees who are interested in pursuing careers in some of healthcare's greatest shortage areas (Staff RNs, Radiology Disciplines, and Respiratory Therapists).

Ultimately, we are supporting employees to care for the future needs of our community -- a true win - win!

Here is a brief overview of this unique program:

"Caring for the Future" is

available to current, full-time MMC employees who meet eligibility requirements as defined in the program. Participation in the program is limited and selection will be based on a full application process.

In addition to full tuition support, program participants will work at MMC 20 hours per week and will be paid a living stipend equal to an additional 16 - 20 hours per week, in exchange for a defined work commitment at MMC.

Completed applications MUST be received in the Employment Office by the end of business on December 2, 2002.

Final selections for participation in the 2003 "Caring for the Future" Program will be made in January 2003.

Please see Human Resources Reception, Employment Reception, or your Human Resources Representative for complete program details and application information.

Tree of Lights

Sponsored by

Friends of MMC

Proceeds benefit Friends' programs

Ongoing Celebration
through December 5

~~~~~  
Purchase a \$5.00 light to  
express your thanks or  
remembrance for a special  
person or event

~~~~~  
Stop by the ground floor
bypass corridor now through
December 4,
1100 - 1330 hours
or call Linda, 883-5478.

~~~~~  
Lighting Ceremony  
Thursday, December 5  
1600 hours  
MMC Courtyard  
Refreshments

Music presented by the  
Healing Arts Chorus



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*Lose weight with Lite Life!*

Join Lite Life members any Monday at 1200 hours in the Dana Center for  
nutrition education and lifestyle change. 10 weeks for \$80.

Payroll deduction available! FMI call 871-2196 or email [davolm@mmc.org](mailto:davolm@mmc.org).



# “Shining Lights” team will share good stories

“Shining Lights” is an employee team dedicated to promoting the commitment of MMC employees, by sharing stories about employees going that “extra step” for others. They are gathering heartwarming and inspirational examples of employees’ commitment to providing not just the clinical care our patients expect, but the compassion and dignity they need.

The team would like to hear about experiences you have had or heard about. They are looking for those things that touch the life of a single person or that touch our community in special ways. Look at the first story in this issue of *What’s Happening* (see below) for a great example of what they need!

Some of the stories the team collects will be sent on to Public Information for possible posting on the MMC intranet, where a “Shining Lights” page is being created.

Send your stories to Tracy Armitage at [armitt@mmc.org](mailto:armitt@mmc.org).

## A “Shining Light”: Lenny Courchaine



I work in the Continuing Care Nursery, which is the step-down unit for the

Neonatal Intensive Care Unit. When a baby arrives from the NICU, I try to take a photo of the baby and post it over his or her isolette or bassinette. Throughout their stay, I try to take additional photos of these precious little ones. It means so much to the families!

I e-mail the photos to the parents when I can, but it is time-consuming and not all parents have e-mail. I had to keep the photos on my PCs internal drive because I kept using up all the allotted space on the network.

One day, Lenny Courchaine from Information Services came up and saw all the photos on the

wall over the isolettes. He was touched by the photos, and he knew that there was a possibility a computer crash would wipe out all the baby photos. Lenny bought a CD writer with his own money so there wouldn’t be any chance that any parent would lose the photos of their precious little babies.

Because of Lenny, when a baby is discharged from the CCN, the parent gets a CD of all the photos taken of their baby. The parents are so appreciative of this gift! Now, even if they don’t have a computer at home, they can take the CD to a store and get photos made up!

This is because Lenny cared enough to make a difference!

Marie Calvert, RN  
Continuing Care Nursery

HOLIDAY, FROM P.1

First and second shift employees and volunteers will attend an afternoon reception from 1330 to 1800 hours in the Dana Center, where they will enjoy a holiday buffet and music.

You may win a random drawing for a Maine-themed gift bag! All staff at each campus are eligible to win. And, be the “moose you can be” -- wear a hat (or antlers?) in keeping with our Maine theme!

We look forward to celebrating *Our Maine Holiday* with you!

## Reserve your window today!

MMC’s Window Decorating Contest will be the kickoff of our annual holiday festivities. The painting takes place Wednesday, December 4, from 1600 to 1800 hours at both the Bramhall and Brighton Campuses.

Gather your friends and co-workers together and sign up for your window. Paints and brushes will be provided. Please come join the fun! There will be pizza, door prizes, and holiday music. You are welcome to bring your children, but, you will be responsible for their care.

For a window at the Bramhall Campus, contact Pam Craig in Human Resources at 871-6202; for a window at Brighton, call Linda Siddons in Nutrition Services at 879-8328. Windows are limited (4 at Brighton, 26 at Bramhall), so reserve yours soon!



main nursing station, the substation, and in COR. The plan is to pilot the program there for two months, then have clinical pharmacists rotate to other units not currently served by clinical pharmacy specialists. These units are R4, R6, R1, R7, R9, and P6. Decentralization will be implemented on three more units this year. Robot Rx, which joined the Pharmacy team last year, will begin dispensing first doses, making more pharmacists available to be on patient care units. The clinical pharmacists involved in this program are Vin Fierro, Polly LeVasseur, Anthony Rampersaud, Deirdre Steadman, and Fishback.

"Increased patient safety is an important benefit of decentralization," Fishback says. "Research shows that having a pharmacist on the unit decreases adverse drug events, medication errors, and cost. By being present on the floor, we'll be able to access more patient information in order to make the best recommendations for MMC patients."

Already there have been opportunities taken by the pharmacist on R3. "I had to clarify the dosage and schedule of a patient's medication that she took at home," says Fishback. "What she said she took at home in Skowhegan was different than what had been ordered on her admission. I was able to directly speak with the patient myself rather than pull the nurse from her other patients. Conversation with the

patient led to questions about Medicaid coverage of her medication, such as the dosage form best covered by Medicaid. I was able to clarify the medication regimen and call the physician to order it, as well as answer her questions to help facilitate her discharge on the best dosage form of her medication. With the pharmacist decentralization program, we plan to provide more direct contact with patients to help facilitate the best optimal pharmaceutical plan for them while they are in the hospital, as well as provide their medication discharge plans.

"We want to work closely with nurses and physicians to provide quick and accessible medication information by being physically present on the patient care units during the day. With pharmacists visible right on the units, nurses and physicians come right up to us to ask medication questions; there's no need to call to the central Pharmacy. Pharmacists have access to the patient's medical chart and information from other healthcare providers to provide an overall view of the patient. We can in turn provide the optimal answer to questions."

For now, pharmacists will be available on R3 Monday through Friday, 0830 to 1630 hours. Once the pilot is over, Fishback hopes to move toward coverage until 1900 hours, pharmacy staffing allowing. "Our desire is to increase clinical pharmacy services and provide better service to our patients, nurses, and physicians."

### Coffee Shop Hours

0700-1630 hrs



*Weekly menu posted for  
your convenience!*

**Create your own sundae!**

*Two soups every day!*

**Everything is homemade!**

*New healthy selections!*

## Anecdotes from the Archives

In 1948, the Women's Advisory Board of Maine General Hospital purchased an anesthesia machine for \$740, using the proceeds from the Canteen and Gift Shop, and made a \$50 contribution toward holiday decorations for the hospital.

The Canteen and Gift Shop were initiated by the Board in 1947 as a source of income for projects.

--MMC Library, Archives Section

### A New Weight Watchers Series Begins Soon

**Come to the Open House**

**Tuesday, November 26,**

**1200—1300 hours,**

**Dana Classroom 1**

**\$139 for 12 weeks; payroll deduction is available.**

*FMI call 871-2196 or  
email [davolm@mmc.org](mailto:davolm@mmc.org)*

### MENTORING: Touching the Future

**Become one of MMC's mentors to a Portland High School student. To learn more, contact Elisa McPhee at 871-2088 or e-mail [mcphee](mailto:mcphee).**





Wellwishers joined for a retirement party honoring Margaret Martin, RN, Gibson Pavilion Head Nurse. From left: Patty Hammond, Emma Dann, Martin, Diane Vachon, Missy Copetta, and Dana Greer. AV Photo.

### *MMC's next CNA course starts in January.*

It is a 10 week, daytime course, meeting three or four days a week,  
with tuition paid by MMC.

For more information, contact Debbie Pierce, 871-2397,  
or Gail DiFiore, 871-4592.

### **SAVE THIS DATE!**

Outreach Education Council

presents

*Challenges in Pediatric Acute Care*

Friday, January 24, 2003

For more information or a brochure regarding this  
full day program,  
call the Outreach Council office at 871-2290.

### *A Reminder*

Temperatures are dropping and we're all buttoning up for winter! As less outside air is introduced into buildings so we may maintain heat and humidity levels, it is even more important to respect fragrance and chemical sensitivities that some of our patients and staff have. Please abstain from using colognes, perfumes, or similar highly scented products. Also, please do not bring into the workplace scented aromatic pillows, candles, or other items of this nature.

*Thank you from the Safety Department*

## **Blue turns to purple**

MMC has switched from blue gloves to colorful and vibrant purple nitrile gloves made by Safeskin.

The Product Evaluation Committee (PEC) recommended this change as an effort to standardize glove usage within the MaineHealth family. This will result in an immediate rebate of \$35,000 to Maine Medical Center, with the opportunity for additional yearly rebates as long as we purchase this product.

If your unit still has some of the blue gloves, please deplete this supply. Distribution staff will then begin providing you with the new purple gloves. The Product Evaluation Committee encourages you to refrain from requesting the new gloves until the blue gloves are gone as they cannot be returned to the company.

If you have any questions about the new gloves, please contact Mike Gobeil, 871-2304, or Deb Dolan, 871-4971.

Thank you for your support as we make this product change!

**Don't know who to call?**

**Just one number  
does it all!  
871-6400**



**Call the IS Helpdesk for all  
your PC, printer, software or  
telephone problems!**





## Impressions Cafe offers pizza to go

Impressions Café is introducing a new “Pizza to Go” program, Friday and Saturday evening/nights only, starting November 15.

To enjoy a pizza here on campus, MMC Bramhall Campus staff may fax a pizza order to x3663 and have it *delivered* to their unit or department between the hours of 3:30 pm (1530 hours) and 1:00 am (0100 hours).

Day shift employees who want to bring a pizza home may fax their orders — before 4:00 pm (1600 hours) — and pick up the ready pizza order on the way home!

Go to the homepage of the MMC intranet under Weekly Wired News for menu specifics and order form. And enjoy!



You may have read or noticed that the AMC (formerly General Cinemas) movie theater near the Maine Mall has closed. If you have any unused passes to this theater, we're told you can request a refund. To do so, write to AMC Theaters, ATTN: Linda Garland, 920 Main Street, Kansas City, MO 64105. You must include your unused passes with your request for a refund. FMI, please call AMC at 1-800-262-4849.

Catch the bus to Boston!  
Saturday, December 7



Leaves MMC 0700 hours, departs Boston 1800 hours.  
Limited seating is available. Call 871-6018 for reservations.

*Sponsored by the Employee Activity Committee.*

**Maine Blood Center blood drives at MMC**

**Fridays, December 6 and 20**

**Watch MMC Mail for details!**

**MaineHealth®**

*The care you need, the people you trust*

For current MaineHealth  
Learning Resource Center  
offerings, or to register:

Call 781-1730 or 885-8570, or go to [www.mainehealth.com](http://www.mainehealth.com).

## From campus to campus

About five years ago, Security and Parking provided a dedicated shuttle bus that ran between the Brighton and Bramhall Campuses. Due to low usage, the route was discontinued in favor of a parking pass system. A short time later, the First Atlantic Lot became the central off-site parking location for both the Brighton and Bramhall campuses.

Several creative customers began transferring from one shuttle to another at the lot in order to accomplish campus-to-campus travel.

A few months ago, a new lot at 993 Congress St. was purchased as a dedicated off-site parking area for the Brighton Campus. The First Atlantic lot then became a dedicated Bramhall campus off-site parking place. Since this separation took place, a few shuttle customers who were accustomed to “transferring” at First Atlantic have continued requesting transportation between the Bramhall and Brighton Campuses.

If you are one of these customers, please call the Parking Office (871-2123) to make arrangements. Although we can no longer accommodate inter-campus transportation, we can provide you with a special parking pass in order to attend meetings at the opposite campus.

Visit MMC's Website:  
[www.mmc.org](http://www.mmc.org)



# Marketplace

In order to ensure that everyone has an opportunity to use the Marketplace, ads may be placed *once only*. Repeats will be permitted only on a space-available basis.

## FOR SALE

Portland Atlantic woodstove, good 2<sup>nd</sup> heat source. \$300. Call 799-5741.

New entertainment center, holds 25" TV. \$100/BO. Call 797-9666.

Oriental rugs, runners & room size, assorted colors. Call 772-0963.

1 YO leather couch. Exc cond. Must sell. \$600. Call 767-4058.

4 Dunlop "Ice Grippers" 185-60-14, fit VW Golf. \$125. Call 871-4872.

Uniocular microscope, in case. Best offer. Call 772-7227.

Two long haired female Guinea pigs. 1 YO. \$5/BO. Call 633-3725.

Alpine Salomon Performa M ski boots, sz 42.0, \$100. Call 761-2325.

Womens size 8.5 skis/poles/bindings, \$125; solid oak trifold triple dresser w/beveled mirror. \$175/BO; remote control starter, used 6 mo, \$50; Color Gameboy, \$30. Call 878-2025.

Snow tires for Volvo 240. P195/75R14. Exc cond. \$40/pr or \$80 for four. Call 688-9001.

CCM 952 Super Tack men's skates sz 6½. New, \$339, sell for \$245/BO; Polar Heart Monitor Model Acurrex NV, new. \$100; Salomon Superforce 3 skis, PR8 (185cm) w/Salomon bindings. Exc cond. \$200; Salomon 2S skis, approx 185-190cm, Saloman bindings, exc cond, \$200/BO. Call 878-8846.

GE Potscrubber dishwasher. \$50. Call 772-7193.

Kenmore heavy duty W & D. \$200 for both. Call 879-1467 eves.

1999 Pontiac Bonneville w/AC, cruise, leather, moon roof, 58K. \$11,900. Call 883-9504.

1998 silver/black Honda VT 1100 AERO Shandon. 5K, one owner, new windshield & more. Assume payments, \$6600. Call 232-7199.

1995 BMW, Manumatic, dk green, sunroof, cruise, AC, stereo. Exc cond. 89K. \$9800. Call 284-9873.

1992 Toyota Corolla wagon, 4WD, standard, well maintained. 100K, \$3200 B/O. Call 774-0712.

1992 Mercury Topaz, 4DR, aqua, auto, AM/FM cass, 69K. \$1200.

1991 Volvo 240 Sedan, 4dr, 5spd, CD player, leather, 182K. \$4200. Call 354-2274 eves.

John Calvin Stevens, 4100 sq ft home in Ptd. 5BR, 3BA, game room, office, much more. 5 blocks to MMC or Brighton. Many extras. \$425,000. Call 885-5054.

3BR, 1.5BA townhouse, end unit. Open concept, gas fireplace, & more. \$199,999. Call 761-2455.

SPtd. 59 Boston St. 4BR house. \$162,500. Call 415-4281.

Windham, FSBO, 6 YO ranch w/ daylight basement. Bright LR, FHW, & more. \$156,900. Call 892-3817.

## FOR RENT

Raymond, 2BR on Sebago Lake. \$850/mo + util, sec dep, lease & refs. Call 655-7295.

Summer rental, Sebago Lake, furn, priv cove, 3BR, 2BA, avail 6/15 (wk/mo/summer. 25 min to MMC. \$1000/wk. Call 892-3115, eves.

Wilson St duplex. 2BR, 2<sup>nd</sup> flr, pkg, \$800. Call 712-0730.

Neal Street, two exec apts. 1<sup>st</sup> fl: 2BR, 2BA, LR, DR, & more. \$2000/mo. 2<sup>nd</sup> floor: 2BR, 1BA, DW, LR, pkg, \$1600/mo. Call 767-4626.

Falmouth F'side, 4BR, 2.5BA, 2 car garage, & extras. Near town landing. \$1600/mo. Call 772-1616.

Deering St, great location. Lg 1BR, hdwd flrs, frpl, pkg, NS, no dogs. H,HW & elec incl. Call 671-4723.

*Please submit all items in writing.*

The deadline for the next newsletter is the second Wednesday of the month.

To submit an item, send it by interoffice mail to the Public Information Department, by e-mail to [barstj@mmc.org](mailto:barstj@mmc.org), or by fax to 871-4094.

Falmouth, Colonial Village. 2BR, 2BA unit w/garage, NP. Call 781-2136.

## ROOMMATE WANTED

Share house in NDeering. 2 rms, priv phone line, util incl, except phone. \$500/mo. Call 878-2644.

3BR cape to share, Windham. M/F, NS. \$450/mo + util. Call 892-0414.

Cape Eliz. Prof M/F to share 4BR home. \$550/mo + utils for priv 2 rm suite w/bath. Call 799-4012.

## CHILD CARE

Weekend in-home care avail, Windham. 6AM-6PM with nutritious meals. Call 892-0930.

## WANTED

Cleaning service starting. Seeking light residential cleaning jobs. Call 878-2025.

Live-in caregiver for Falmouth woman. Call 203-364-1988 for more info.

Room wanted by woman who works three days at MMC but lives out of town. Please reply to [callabj@mmc.org](mailto:callabj@mmc.org).

## SERVICES

Murals and wall painting. Call 998-8194.

Odd jobs. References and free estimates. Call 657-6345.



## What's Happening?

at Maine Medical Center

- All month** Healthviews. Cable Channel 4, Thurs., 1400 & 2000 hrs; Fri., 0700 hrs
- Dec. 4** Bone Booster Class: Protecting our Hips, 1700-1900 hours, Maine Center for Endocrinology. Call 885-7700.
- Dec. 4** Alexander Cairns Symposium on Ethics, Spirituality and Health Care. *See p.2*
- Dec. 7** EAC Boston trip. *See p.6*
- Dec. 9** American Red Cross blood drive, 0800-1500 hours. *See p.1*
- Dec. 10** Holiday party, Brighton, 1400-1800 hours. *See p.1*
- Dec. 10** Greater Portland Asperger's Parent Support Group. 1900-2100 hrs, Dana #7. Guest speaker Cathleen Burgess, MA, CCC-SLP: Speech Language Difficulties of Children with Asperger's Syndrome. *See p.6*
- Dec. 11** Holiday party, Bramhall, 0530-0830 & 1330-1800 hours. *See p.1*
- Dec. 11** Through 13, Reading is Fun book sale, Bramhall Campus. 2nd floor bypass corridor.
- Dec. 12** Holiday party, Scarborough, 1400-1700 hours. *See p.1*
- Jan. 24** *Challenges in Pediatric Acute Care.* *See p.5*
- March** EAC Disney trip.

The MaineHealth® Family

## Learning Opportunities

MMC's catalog is available online:  
Go to Training & Development  
in the Human Resources  
Document Library.

## Ethics at the Center

The Ethics Confidential Helpline is available for your questions and concerns. Call the Helpline at 871-4646.



December 11 -- 13

*Reading is Fun* book sale  
Lots of titles & gift ideas!

2nd floor bypass corridor, Bramhall Campus

## About People

• Do you have anything to share? Whether it's a professional accomplishment, an award for your department, a paper presented, or some other noteworthy item, we'd be happy to report it in *What's Happening*. Just email the information to Martha Davoli at [davolm@mmc.org](mailto:davolm@mmc.org), or fax it to her at 871-4094.



Outpatient Clinic staff dressed for the occasion this Halloween. The costumes were very creative! AV Photo.

*What's Happening?* is published the third week of the month at Maine Medical Center for members of the hospital community and for friends of the institution throughout Maine and northern New England. Comments, questions, and suggestions may be addressed to the Office of Public Information, MMC, 22 Bramhall Street, Portland, Maine 04102-3175. (207) 871-2196. Editor: Wayne L. Clark.